

# Early Literacy and Mathematics Incident Reporting Guide

Incident Category: Test Not Completed			
Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Test Submitted prior to completion	Student accidentally ends/ submits test without answering all questions.	Contact the Call center at 1-877-560-8378 Option 2 to request test to be unlocked.	Optional
Student became ill	Student becomes ill and goes home before finishing a test.	Pause and Exit test (do not End test). Resume testing with the original test ticket in a make-up session.	Optional
Student was removed from school by parent/ guardian	Student is removed from class by parent or guardian during the test administration.	Pause and Exit test (do not End test). Resume testing with the original test ticket in a make-up session.	Optional
Do Not Score Requested	Student transfers or moves from school with an incomplete content area test.	Submit incident report with request for test to be marked Do Not Score	Required
Student does not complete test by end of day	Student does not complete testing by the end of the school day. Note: testing must be completed by the end of the grade level testing window. There are no exceptions.	Pause and Exit test (do not End test). Resume testing with the original test ticket in a make-up session	Not Required

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## Incident Category: Designated Support/Required Accommodation Not Provided

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Student is not provided appropriate designated support or accommodations.	Test misadministration.	New test with appropriate support or accommodation may be administered with notification to and approval of parents or guardians	Required
Nonstandard Designated Support/ Accommodation provided	Nonstandard Accommodation provided. See the <u>Nonstandard Accommodations</u> section on page 42 of the Test Administration Manual.	Mark the student's test as Nonstandard Accommodation on the Test Codes screen in eDIRECT. Inform the parent or guardian.	Required

## Incident Category: Misadministration

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Wrong test ticket used	Student is issued wrong test ticket and begins the test.	Stop the test as soon as error is identified Pause and Exit the test (do not End the test) Submit an Incident Report	Required
Part missed or not administered	Student is not administered one part of a test.	If it is identified within the testing window for the grade, administer the test If it is past the testing window for the grade, submit an Incident Report.	Required
Other	Other misadministration not previously listed.		Required

## Incident Category: Building Emergency

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Building Emergency	Building emergency occurs during the test and requires student to leave the room or otherwise interrupts testing.	Address the building emergency Submit an Incident Report	Required

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## Incident Category: Prohibited Behavior

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Electronics/Social Media	Taking photos of test items, use of social media during testing	Mark the student's test as Prohibited Behavior on the Test Codes Screen in eDIRECT. Submit an Incident Report	Required
Other	Disruptive behaviors impacting testing session/completion.	Disruptive students must be removed from the testing room. Mark the student's test as Prohibited Behavior on the Test Codes Screen in eDIRECT. Inform parents or guardians. Submit an Incident Report.	Required

## Incident Category: Technical Problems with Online Testing

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Repeated disconnections	Student has repeated disconnections during testing session.	INSIGHT will attempt to reconnect automatically after an interruption at the point where the connection was lost. Answers are saved automatically. If INSIGHT does not reconnect automatically, the student may be able to log back in immediately. Most connection issues are temporary and resolve themselves. The student may be moved to another computer to continue testing. If these do not work, please check with your local tech support.	Optional
INSIGHT freezing, crashing, or not advancing	INSIGHT stops working and the student(s) cannot continue testing.	Please wait a moment to see if the system is transmitting information or reconnecting. The student may have missed a required portion of a question. The "Next" button in the lower-right may not be active until the student completes the question. If the system is completely frozen non-functional, please reboot the computer. Testing will resume at the point where the connection was lost.	Optional

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## Incident Category: Technical Problems with Online Testing

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
TSM error	TSM Connection Error – Could Not Register TSM	<p>This computer cannot connect to the Testing Site Manager (TSM). The problem must be corrected before the student can continue testing. Try logging in again or restarting INSIGHT.</p> <p>Otherwise, contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.</p>	Optional
Item functionality	An item on the test is not functioning as expected. For example, the student believes the correct answer cannot be selected.	<p>Instruct the student to answer as best they are able. This may simply indicate that what the student thinks is the right answer is not a valid answer at all.</p> <p>If you would like MDE to check whether the question has a technical error, please file an incident report with the student's UIC, what test and question number, and what sort of computer was used for testing (Windows PC, Mac, iPad, Chromebook).</p>	Optional
Hardware failure	Power outage, Internet connection interrupted through local error, stolen computers.	If the problem will be resolved in sufficient time to complete testing (restore power or internet connection), please continue testing another time or day.	Optional
Other	Use this category if your technical problem does not conform to the listed technical issues.	Please contact your local IT staff, or, if further support is required, contact DRC Customer Support.	Optional

## Incident Category: Other

Incident Sub-Category	Scenario	Response for Online Testers	IR Required/Optional
Other	Use this category only if an incident occurs that does not fit into the listed categories.	Varies	Optional